Position Description

Clinical Nurse Consultant – Continence

Classification:	Registered Nurse – Clinical Nurse Consultant (CNC) A/B
Business unit/department:	Health Independence Program (HIP), Continuing Care Division
Work location:	Austin Hospital ☐ Heidelberg Repatriation Hospital ☒ Royal Talbot Rehabilitation Centre ☐ Other ☐ (please specify)
Agreement:	Nurses and Midwives (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2024-2028
Employment type:	Fixed-term Part-time (Dec 2026 - March 2027)
Hours per week:	16
Reports to:	Operational: Manager, HIP Specialist Services Professional: Site Director of Nursing
Direct reports:	Nil
Financial management:	Budget: N/A
Date:	November 2026

Austin Health acknowledges the Traditional Custodians of the land on which we operate, the Wurundjeri Woi Wurrung People of the Kulin Nation. We pay our respects to Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples.

Position purpose

This position is based at Repatriation campus, within Austin Health's Health Independence Program (HIP) and reports operationally to the Manager and clinically to the Clinical Nurse Coordinator (CNC) in the HIP Continence Service. The professional lead for registered nurses at Austin Health is the Director of Nursing at the relevant site.

This role will deliver evidence-based nursing care and consultancy in a manner consistent with professional, organisational, legal and ethical standards in order to optimise health outcomes for patients with continence issues and improve health outcomes for the community. This includes accordance with the Nursing and Midwifery Board of Australia approved Standards for Practice for the Registered Nurse 2016, position accountabilities for the Registered Nurse are described below. Comprehensive detail of the Standards is available at http://www.nursingmidwiferyboard.gov.au This role will also comply with the Practice Standards for Nurse Continence Specialists which can be found at https://www.consa.org.au/practice-standards, a HIP specific clinical competency framework, and the Clinical Governance Framework Austin Health.

About the Directorate/Division/Department

The Health Independence Program (HIP) is funded by the Victorian Department of Health and is part of the Continuing Care Division. HIP provides multi-disciplinary services that support people with health problems and other complex conditions to optimise their function and self-management skills so that they can live independently and well in their homes and community.

The services of the HIP Continence Service are available to patients with continence issues including bowel and/or bladder dysfunction to remain living at home and to prevent unnecessary presentation to the Emergency Department or admission to hospital. The service operates from Monday to Friday with the multi-disciplinary clinic taking place on Tuesday morning.

The Clinical Nurse Consultant (CNC) in the HIP Continence Service is responsible for providing a high standard of clinical nursing care to support effective management of patients with continence issues. This occurs in collaboration with the multidisciplinary team including medical staff, physiotherapists and other CNCs.

Position responsibilities

Direct Comprehensive Care:

- Delivers high quality, coordinated and integrated patient care to support the health independence of patients referred to the Continence Service.
- Provides clinical nursing assessment, care planning and interventions/procedures to patients referred to the Continence Service.
- Provides clinical nursing consultancy in line with clinical standards, policies, and procedures to nursing staff in the sub-acute settings to facilitate safe discharge planning and refer to the Continence Service when required.
- Provides a timely response to referrals for patients eligible for the Continence Service.
- Participates in multi-disciplinary and nurse led clinics, provides nursing support, and recommend appropriate continence treatment and management plans for clients in liaison with treating clinical staff and the care team.
- Provides information to patients and carers to assist them in understanding their health condition and subsequent care plan.
- Assists in the development of educational resources for patients, their families, and carers.
- Refers to other members of the HIP Continence Service for ongoing assessment and management when required.
- Liaises with other relevant people involved in the patient's care including informal support networks, GP (General Practitioner), hospital-based clinicians and community service providers when required.
- Assists with provision of leave cover within the clinical discipline for periods of approved leave and across the HIP as required.

Support of Systems:

- Uses clinical information systems to guide practice and inform aspects of patient decision making and to evaluate outcomes.
- Evaluates progress and efficiency of continence management strategies using outcome measures.
- Ensures documentation meets legal, professional and organisational standards.
- Completes funding application paperwork when required.
- Orders products as required for clinic.
- Ensures maintenance and servicing of equipment used in clinic.
- Invites and assimilates feedback from others by active participation in own performance review process.

Professional Leadership:

- Communicates information and expectations clearly and concisely in a way that builds effective and collaborative working relationships with others.
- Demonstrates personal and professional integrity through building sound professional relationships with all members of the multidisciplinary team.
- Demonstrates the ability to maintain and foster appropriate relationships with relevant key stakeholders.
- Contributes to the development and promotion of HIP services internally and externally

Research and Quality:

- Actively contributes to the accreditation process, including achieving compliance with the National Safety & Quality Health Service Standards.
- Identifies and contributes to areas that require improvement through observation, audits, incidents and staff feedback, and implement improvement initiatives accordingly.
- Actively contributes to the development and review of policies and practice guidelines in line with their area of clinical expertise.
- Contributes to a Quality and Business Plan for the Continence Service, informed by the wider HIP plan and as required in accordance with the National Safety and Quality Health Service Standards and Austin Health Guidelines.
- Reports matters relating to Occupational Health and Safety to ensure safety standards in the workplace are met.
- Reports complaints in a timely, responsive manner and implement strategies to limit reoccurrence of the identified complaint.
- Participates in and contribute to quality improvement activities and research initiatives.
- Maintains a safe work environment by reporting any incidents or unsafe work practices, sites or equipment.

Education:

- Maintains ongoing personal and professional development by proactively identifying own areas for development and undertaking further education as required, and/or attending lectures and meetings
- Maintains and updates own professional development portfolio to demonstrate an ongoing commitment to learning and best practice.
- Provides ongoing education to staff regarding continence issues including presentations and staff in-services
- Supports student placements in Continence Clinic.

Key Performance Indicators:

- Delivers high quality, efficient patient care and practice in compliance with organisational policies and procedures.
- Continually seeks ways to improve systems and procedures and participates in quality improvement.
- Demonstrates integrity by building trust and mutual respect between self, colleagues and stakeholders.
- Proactively reports any system and safety non-compliance and implements remedial action plans.
- Reflects on practice in line with Austin Health values and applies these when interacting with others.

Selection criteria

Essential skills and experience:

- Clinical experience in area of continence
- Patient-centred approach to evidence-based care delivery
- Excellent organisation, time-management skills and attention to detail
- Excellent written and verbal communication and interpersonal skills
- Demonstrated ability to be innovative, resourceful and adaptive to change
- Commitment to continuous quality improvement and safety
- Demonstrated ability to identify and appropriately manage risks
- Demonstrated ability to consult and collaborate with others and work as an effective member of a team to meet patient needs and the goals of the Service
- Sound experience in utilising information technology to optimise patient care, including electronic medical record systems, clinical systems, and business software

Desirable but not essential:

- Minimum 7 years' experience in a clinical nursing role is preferred
- Demonstrated experience in leading quality initiatives
- Experience working in acute, subacute and ambulatory care settings
- Experience in clinically based education
- Experience in nursing research and research skills.
- Awareness and understanding of the Health Independence Program Guidelines
- Understanding of the principles of self-management and complex care.
- Active participant of a relevant continence management group and/or continence nurse special interest group
- Relevant post graduate qualification in Continence Nursing or equivalent

Professional qualifications and registration requirements

- Registered Nurse with Nursing & Midwifery Board of Australia (NMBA)

Quality, safety and risk – all roles

All Austin Health employees are required to:

- Maintain a safe working environment for yourself, colleagues and members of the public by following organisational safety, quality and risk policies and guidelines.
- Escalate concerns regarding safety, quality and risk to the appropriate staff member, if unable to rectify yourself.
- Promote and participate in the evaluation and continuous improvement processes.
- Comply with the principles of person-centered care.
- Comply with requirements of National Safety and Quality Health Service Standards and other relevant regulatory requirements.

Other conditions – all roles

All Austin Health employees are required to:

- Adhere to Austin Health's core values: *our actions show we care, we bring our best, together we achieve, and we shape the future.*
- Comply with the Austin Health's Code of Conduct policy, as well as all other policies and procedures (as amended from time to time).
- Comply with all Austin Health mandatory training and continuing professional development requirements.
- Provide proof of immunity to nominated vaccine preventable diseases in accordance with Austin Health's immunisation screening policy.
- Work across multiple sites as per work requirements and/or directed by management.

General information

Cultural safety
Austin Health is committed to cultural safety and health equity for Aboriginal and/or Torres Strait Islander People. We recognise cultural safety as the positive recognition and celebration of cultures. It is more than just the absence of racism or discrimination, and more than cultural awareness and cultural sensitivity. It empowers people and enables them to contribute and feel safe to be themselves.

Equal Opportunity Employer
We celebrate, value, and include people of all backgrounds, genders, identities, cultures, bodies, and abilities. We welcome and support applications from talented people identifying as Aboriginal and/or Torres Strait Islander, people with disability, neurodiverse people, LGBTQIA+ and people of all ages and cultures.

Austin Health is a child safe environment
We are committed to the safety and wellbeing of children and young people. We want children to be safe, happy and empowered. Austin Health has zero tolerance for any form of child abuse and commits to protect children. We take allegations of abuse and neglect seriously and will make every effort to mitigate and respond to risk in line with hospital policy and procedures.